

# managedIP TRUNKING

## PRI Administrator Guide

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### Understanding the Hierarchy

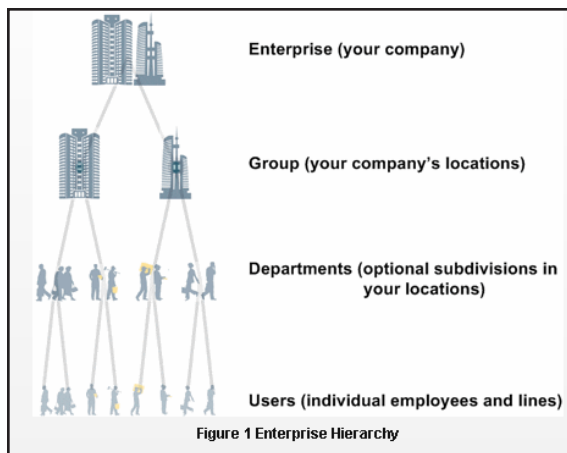
#### Types of Administrators

**Enterprise Administrator:** One contact in the company who has access to the entire organization. This person can set up all Groups, Departments, and Users within the Enterprise.

**Group Administrator:** A person who has administrative rights to a specific Group and can configure and manage any Department or User assigned to their Group.

**Department Administrators:** A person who has administrative rights to a specific Department and can configure and manage Users assigned to the Department.

The diagram below summarizes the hierarchy.



#### The Role of an Administrator

The Administrator is responsible for provisioning services to the Group, Department, or individuals (Users). This includes resetting passwords, updating Users' profiles and changing the parameters of specific services for the Group or individual Users, such as Voice Messaging, Auto Attendant, and Custom Call Routing.

#### Logging into Your managedIP Web Portal

1. Log in at [www.tdsmanagedip.com](http://www.tdsmanagedip.com)
2. Enter your User ID and Password (provided by TDS)

User ID: \_\_\_\_\_

Password: \_\_\_\_\_

3. This will take you to the Announcement page.

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 **NOTE:** View the "Administrator Web Portal Tutorial-Navigation to learn about navigation tips and how to maneuver within the portal. You can access this video on the managedIP support site at [support.tdsmanagedip.com](http://support.tdsmanagedip.com).

## Setting Up Your Enterprise Information

### Enterprise Profile

The Enterprise Profile allows you to set up your company information, change your Enterprise Administrator login password that was assigned to you, view Call Processing Policies, and pull reports to quickly see what users are in each group or department.

*To update the Enterprise Profile:*

1. Hover over Profile and click **Contact Information**
2. Update your company info
3. Update the Administrator Contact Information
4. Click **Save**

*To change your password:*

1. Hover over Profile and click **Change Password**
2. Enter the Current Password assigned by TDS
3. Enter your New Password
4. Re-type your New Password
5. Click **Save**

 **NOTE:** For security purposes you will be required to change your default password during your first login. Please see page 24 for passcode rules

### Resources and Utilities

Resource and Utilities are both view-only menus. Resources will show the Group and User Services Authorizations and Service Pack Consumption. Service Descriptions are in alphabetical order and can be very helpful in learning your new system features and functionality. The Utilities Menu provides a view of all users in your Enterprise, along with quick links to view detail and create a PDF of Directory information. Answer Confirmation allows you to create a custom message that will be heard for features using Answer Confirmation.

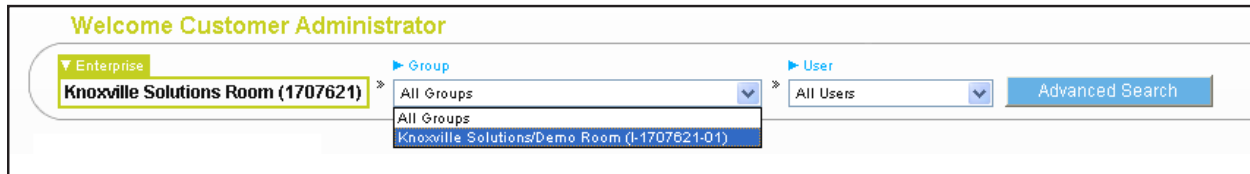
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### Setting Up Your Group Level Information

#### Accessing Groups

To access the Group you would like to manage or configure, select the Group name from the drop-down menu.



Welcome Customer Administrator

▼ Enterprise  
Knoxville Solutions Room (1707621) »

► Group  
All Groups  
Knoxville Solutions/Demo Room (I-1707621-01)

► User  
All Users


Advanced Search

#### Group Profile

Update the Group Profile Section with your company information. Typically, each physical business location is a unique Group.

##### *Edit Group Information:*

1. Select your Group from the dropdown filter
2. You will automatically be routed to **Profile, Group Profile**
3. Enter a Group Name (if you have multiple Groups, be sure to give each one a unique name)
4. Enter the Group Address information
5. Complete Administrator information (Main contact for the particular Group)
6. Click **Save**

 **NOTE:** The Administrator's Contact Name, Phone, and Email Address are for reference only. To add an Administrator, see the Administrator section below.

#### Group Dialing Plan (Location Codes)


If you have multiple locations where the last 3 or 4 digits from one employee could potentially be the same as another employee (e.g., location A and B both have an extension of 2200), assign a location code for each Group. By assigning a Location Dialing Code—such as 55 for Group A—employees will dial 55 plus the extension (e.g., 552200) to reach the correct party. If you have all unique 3- or 4-digit extensions for all employees, this feature will not be needed.

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### *To set up a Location Dialing Code:*

1. Select the Group requiring a location code
2. Scroll down to Group Dialing Plan
3. Enter a 1 or 2 digit Location Dialing Code
4. Click "Save"


 **NOTE:** For calls made within a Group (same site location), Users will not dial a location code. Therefore, the managedIP – Assistant Toolbar Group Directory will only display the Location Dialing Code for other locations in the Enterprise. Users may need to restart the managedIP Assistant–Toolbar application before they can view the Location Dialing Codes in the Group Directory.

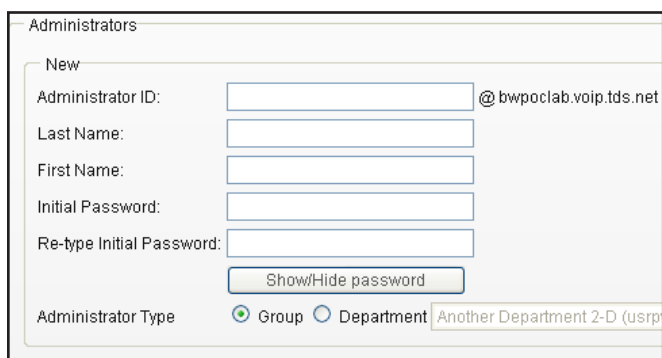
### Administrators

Depending on your organization, you may have multiple Groups within your Enterprise. You can add Group and/or Department Administrators.

### *To add an Administrator:*

1. Select the Group from the dropdown menu
2. Hover over Profile
3. Click on **Administrators**
4. Click **Add** and enter in the information
5. Select Administrator Type (Group or Department) toggle
6. Click **Save**

 **NOTE:** If you are going to assign Department Administrators, you will need to set up your Departments first. All available Departments will appear in the dropdown menu after the Department selection. To learn more, go to the Departments section of the User guide.



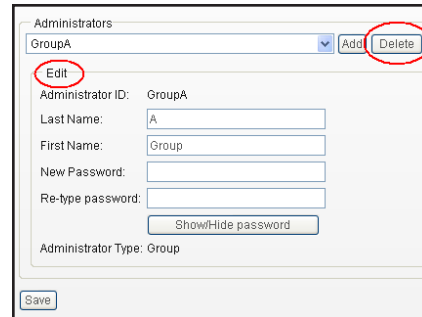
The screenshot shows a web form titled "Administrators". It has a "New" section with the following fields: "Administrator ID:" (with a text input and a dropdown menu showing "@bwpoclab.voip.tds.net"), "Last Name:" (text input), "First Name:" (text input), "Initial Password:" (text input), and "Re-type Initial Password:" (text input). Below these fields is a "Show/Hide password" button. At the bottom, there is an "Administrator Type" section with two radio buttons: "Group" (selected) and "Department". To the right of the "Department" radio button is a dropdown menu showing "Another Department 2-D (usrp".

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### *To edit or delete an Administrator:*

1. Select the Group from the dropdown menu
2. Hover over Profile
3. Click on **Administrators**
4. Select the Administrator from the dropdown menu
5. Edit the information or click the **Delete** button
6. Click **Save**



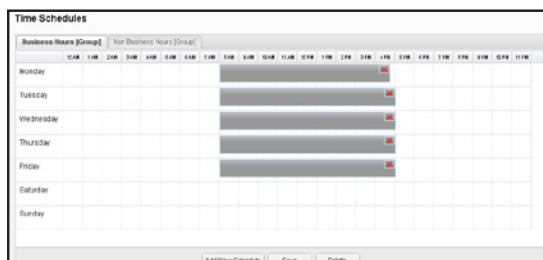
### Time Schedules and Holiday Hours

Group Time Schedules and Holiday Schedules allow you to set up standard schedules to use when configuring features and services, such as Auto Attendants, Custom Call Routing, and other User features. We recommend setting up a Business Hours Schedule. By doing this, services like an Auto Attendant will play an automatic after-hours greeting and dialing menu when the business is not open. Time schedules are available for use (but may not be modified) by all Users associated with the Group.

### *To program the company's Time Schedules:*

1. Select your Group from the dropdown menu
2. Hover over Profile and click "Time Schedules"
3. Click the **Add New Schedule** button to define a new schedule
4. Type in a name for the new schedule (e.g., **Business Hours**) and click **OK**
5. Using the mouse, click and drag over the timetable to define your desired time schedule. Click **Save** when complete to save your changes.

✓ **NOTE:** To add an additional Time Schedule, Click **Add Time Schedule** and follow the guidelines above. You'll notice that each time schedule defined may be accessed via a tab above the timetable with the time schedule's name(s).




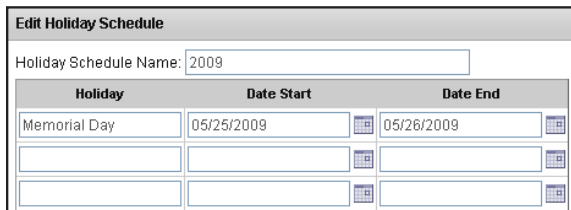
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### *To define Holiday Hours:*

1. Select your Group from the dropdown menu
2. Hover over Profile and click **Holiday Schedule**
3. Click **Add Holiday Schedule**
4. Enter a name for the schedule (e.g., Memorial Day)
5. Populate the name for the schedule (e.g., Memorial Day)
6. Modify schedule to reflect your holiday hours
7. Click **Save**

 **NOTE:** Holidays must be added/modified every year as they are date specific and change annually. For example, Thanksgiving moves every year to fall on a Thursday so the date changes.



Holiday	Date Start	Date End
Memorial Day	05/25/2009	05/26/2009

## Departments

Departments are subsets of Users within a Group for the purpose of assigning Administrators and/or services to a subset of Users.

### *To add a Department:*

1. Select the Group from the dropdown menu
2. Hover over Profile and click "Departments"
3. Click **Add**
4. Enter a Name for the Department
5. Select a Parent Department, if applicable (not common)
6. Click **Save**



Departments

New

Name: Sales

Parent Department: None

Save Cancel

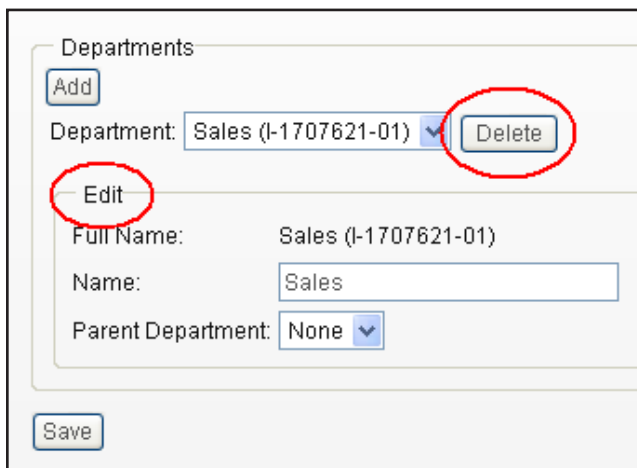
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*To edit or delete a Department:*

1. Select the Group
2. Hover over Profile and click **Departments**
3. Select the Department from the dropdown menu
4. Edit the information or click the **Delete** button
5. Click **Save**

✓ **NOTE:** If there are Users, Administrators, or services assigned to a Department, you must un-assign them before you can delete the Department.



The screenshot shows a web interface for managing departments. At the top, there's a section titled 'Departments' with an 'Add' button. Below it, a dropdown menu shows 'Sales (I-1707621-01)' selected, with a 'Delete' button next to it. Below the dropdown, there's an 'Edit' button. Under the 'Edit' button, there are three fields: 'Full Name' with the value 'Sales (I-1707621-01)', 'Name' with the value 'Sales', and 'Parent Department' with a dropdown menu showing 'None'. At the bottom of the form is a 'Save' button. The 'Edit' button and the 'Delete' button are circled in red.



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### Setting Up Your User-Level Information

The next step to setting up your service is to associate an employee's name to a telephone number. TDS will have all the telephone numbers in the system listed by Group. You will want to edit these by adding the employee's last name and first name with the number. This will be helpful for editing the User's services, if necessary, in the future.


#### Initial setup of Users:

1. Select the Group
2. Select a telephone number from the User dropdown filter
3. In the User Info section, enter the employee's Last Name and First Name
4. Enter the Calling Line ID, Last Name and First Name displayed for internal calls
5. Assign a Department, if applicable
6. Click **Save**

Welcome Customer Administrator

Enterprise Knoxville Solutions Room (1707621) » Group Knoxville Solutions/Demo Room (1-1707621-01) » User All Users » Advanced Search

All Users  
Last, First (8652188363)  
Last, First (8652188368)

 **NOTE:** The remaining information in the User profile will be completed by the User. Continue with all of the telephone numbers in the Group by selecting them on the User dropdown menu. Once completed, move to the next Group, if applicable.

### Understanding Your Group Services

#### Group Resources

Resources provide the Administrator with account information on Service Authorizations and Numbers. Service Authorizations are a summary of the types of Service Packs assigned to the Group, a description of Group and User Services with limits and allocations, and the telephone numbers assigned and ordered for the Group. This information is based on the features and services your company has purchased from TDS.

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### Configuration of Group Services

#### Trunk Group Profile

Provides read only information for:

- Bursted Trunks—shows if the customer can burst trunks (on = yes/off = no)
- Max Active Calls equals the number of trunks the customer as purchased
- Max Bursting Active Calls equals the number of Additional trunks the customer has chosen to burst

*Read and Write functionality:*

**Call Forwarding Always**—Allows calls to manually be forwarded to a trunk group or other destination. For example, when PBX maintenance is needed calls can be forwarded to another location to be answered. Call Forwarding Always actions are:

- None (the feature is not active, it is "Off")
- Forward to Phone Number: The trunk group will be forwarded to the number entered.
- Reroute to Trunk Group – All calls will be rerouted to another trunk group.

**Trunk Group Overflow on Busy**—Allows calls to overflow to another number in the event all trunks are busy. The Call Forward Busy Actions are:

- None (the feature is not active, it is "Off")
- Forward to Phone Number: The trunk group will be forwarded to the number entered.
- Reroute to Trunk Group – All busy calls will be rerouted to another trunk group.

**Unreachable Destination**—Allows calls to forward to another telephone number in the event the TDS Network cannot reach the customer premise router. Unreachable Destination Actions are:

- None (the feature is not active, it is "Off")
- Forward to Phone Number: The trunk group will be forwarded to the number entered.
- Reroute to Trunk Group – All calls will be rerouted to another trunk group in the event the destination is unreachable.

Call Forwarding Always
Call forwarding always action: <input type="radio"/> None
<input type="radio"/> Forward to Phone Number: 6086645214
<input checked="" type="radio"/> Reroute to Trunk Group: None
Trunk Group Overflow on Busy
<input type="radio"/> None
Call Forwarding Busy Action: <input type="radio"/> Forward to Phone Number:
<input checked="" type="radio"/> Reroute to Trunk Group: None
Unreachable Destination
Unreachable Destination Action: <input checked="" type="radio"/> None
<input type="radio"/> Forward to Phone Number: 6086645214
<input type="radio"/> Reroute to Trunk Group: None

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### Auto Attendant

Auto Attendant is an automated receptionist that answers incoming calls for the Group, based on Time Schedules set by the Administrator. It provides your callers with:

- Business and After-Hours Greetings
- Dial-By-Name Directory
- Destination-based Call Routing

#### Profile

#### To modify an Auto Attendant:

1. Select the Group
  2. Hover over Group Services and click **Auto Attendant**
  3. Select the Auto Attendant you wish to modify from the dropdown filter
  4. In the Profile, enter the **Name** of your Auto Attendant
    - We recommend keeping your naming scheme short (e.g., "Main\_AA")
  5. If the service is limited to a Department, assign the Department
  6. From the Business Hours dropdown, select Business Hours Schedule
    - (If **Every Day All Day** is chosen, the Auto Attendant will not present callers with After Hours Greeting or options. You must have a Business Hours Time Schedule created; see Time Schedules in this guide)
  7. Select your Holiday Schedule, if configured
  8. Select the Scope of Extension Dialing. This determines whether the Auto Attendant can redirect callers by extension to any User in its Enterprise, Group, or Department.
  9. Select the Scope of Name Dialing. This determines whether the Auto Attendant can redirect callers by name to any User in its Enterprise, Group, or Department.
-  **NOTE:** The extension and name dialing scope defaults to Enterprise. If you want to limit a caller's options to a specific Group or Department, select the correct toggle.
10. Select Name Dialing Entries. This determines the format that callers will use for the dial-by-name directory.
  11. Click **Save**

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### Business Hours Tab


The business hours option allows you to customize your Auto Attendant during Business hours. If you leave everything set to default, callers will hear a system greeting telling them their call is being answered by an automated attendant and they will then be presented with the standard Interactive Voice Response (IVR) options.

### To configure Business Hours IVR:

1. Select either the Default or Personal Greeting button. (If Personal is selected it requires the recording of the message to be heard by callers.)

- Recommended: You can record a custom greeting in your Voice Portal (instructions provided below).
- Optional: If you record a greeting (.wav file) using Windows Recorder or another sound recorder, click the Browse button and select the file.

2. Check the **Enable First-Level Extension Dialing** box if you would like to allow the caller to enter the extension of the party they wish to reach without selecting a menu option first

 **NOTE:** If you enabled first-level extension dialing, you are not able to use the numeric key that is the same as the first digit of your extension dialing range. For example, your extensions range from 4500–4599, so you will not be able to use 4 in the menu options to the caller.

3. Specify the menu options for callers, as stated in the greeting you record or selected. Once complete, click Save.

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Your menu options are:

**Key:** List of the keys available on a telephone keypad to which you can assign actions shown in the following table.

**Description:** An optional description for the menu option.

**Action:** A drop box that allows you to select the action to be performed. The following table describes the available actions. This is a required field.

**Phone Number:** When you have selected an action that transfers a call, a number must be specified. For internal calls, enter a 4-digit extension. For outside calls, enter the 10-digit telephone number.

**This Chart shows all the possible actions, what the caller will hear, and what happens when a particular action is chosen:**

Action	Prompt played to caller	What happens
Transfer to operator	"Please wait while your call is transferred to the operator."	Call is transferred to the specified number. If the number is not valid, the call ends with the message "Your call cannot be transferred, please try again later, thank you".
Transfer with prompt	Please wait while your call is transferred."	Call is transferred to the specified number. If the number is not valid, the call ends with the message "Your call cannot be transferred, please try again later, thank you".
Transfer without prompt	None	Call is transferred to the specified number. If the number is not valid, the call ends with the message "Your call cannot be transferred, please try again later, thank you".
Name dialing	None	Access to name dialing
Extension dialing	None	Access to extension dialing
End call	"Thank you for calling."	Call is released
Repeat menu	None	Menu greeting is replayed
--- (Indicates no action has been selected.)	Not applicable	Menu greeting is replayed

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### After Hours - Tab

After Hours does not require a Time Schedule. The system will automatically route to the After Hours Greetings any time outside of your "Business Hours Time Schedule." In addition, if you established a "Holiday Schedule" the After Hours greetings will play during these times. You configure the After Hours IVR selections in the same manner as your Business Hours.

#### To configure After Hours IVR:

1. Select **After Hours** tab
2. Select either the Default Greeting or Personal Greeting (requires the recording of a message to be heard by callers)
3. Check Enable first-level extension dialing, if required
4. Populate the Description, Action, and Phone Number fields for each key option, as appropriate
5. Click **Save**

Key	Description	Action	Phone
0	group operator	Transfer To Operator	
1	dial by extension	Extension Dialing	
2	dial by name	Name Dialing	
3			

### Sample IVR Menu

To help you think about setting up your Business Hour and After Hour menu options, an example is provided below:

- Press 0 or wait on the line to reach the Operator.
- Press 1 to dial by extension (no information is needed for callers to have this option).
- Press 2 to dial by name (no information is needed for callers to have this option).
- Press 3 to reach the marketing Department (enter **Marketing** in the Description column and the phone number of the marketing representative or Custom Call Routing number in the Number column).
- Press 4 to reach the customer service Department (enter **Customer Service** in the Description column and the phone number of the customer service representative in the Number column).

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### *Recording Personal Greetings for Your Auto Attendant*

#### **To Record Greetings via the Phone:**

1. Dial the Group Voice Portal Number
2. Enter the 4-digit Voice Portal Extension Number

 **NOTE:** This is not the same phone number as the Auto Attendant.

3. Enter your Administrator voice portal default password (Default password will be provided by TDS, to reset or change this password, hover over Group Services and click Voice Portal scroll down to the Change Administrator Password section)

Voice Portal Number: \_\_\_\_\_

Password: \_\_\_\_\_

#### **Account/Authorization Codes**

You may select the use of either Account Codes or Authorization Codes for outgoing calls with your managedIP Group.

- **Account Codes:** Non-validated codes that are entered by a User prior to placing a call. The system ensures that codes provided by Users contain the required number of digits, but does not validate codes entered. You may mandate that a User always enters an Account Code prior to placing a call ("Mandatory Usage") or you may make this optional, requiring the User to dial a Feature Access Code (FAC) prior to placing the call.
- **Authorization Codes:** Validated codes which are required prior to placing a call. Calls are not connected unless a valid code is entered. These mandatory codes are defined as a specific length (2–14 digits) and have a specific value, defined by the Administrator.

With the use of both, your business will receive a detailed monthly report, sorting your calls by Account or Authorization codes. In addition, if you subscribe to "Enhanced Call Detail Reporting", your reports will provide the Account Code entered by the users. Although this feature may be used for both local and toll calls, your monthly report (mailed to your business) will only include the detail for toll calls.

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1. Select the Group.
2. Click Account/Auth Codes in the left navigation bar.
3. Click Account Code button.
4. Specify the number of digits (length of codes) the User must dial to make/log call.
5. Check the box **Allow Local and Toll-Free Calls Without Account/Authorization Code** if you choose to allow Users to make these types of calls without a code.
6. Search by Department, Last Name, or First Name to quickly locate users.
7. Use the Add or Remove buttons to move users to the appropriate box for mandatory or optional usage.
  - The Mandatory Usage box will require all users assigned to enter an Account Code before their call can be placed.
  - The Optional Usage box will require users to enter a feature access code prior to making a call to prompt them to enter an Account Code.
8. Click **Save**.

Non-restricted Users		Mandatory Usage	
Smith, Matt (6088213779)	<input type="button" value="Add &gt;"/>	Kingslety, Sara (6088213788)	
	<input type="button" value="&lt; Remove"/>	Last, First (6088213786)	
	<input type="button" value="Add All &gt;&gt;"/>		
	<input type="button" value="&lt;&lt; Remove All"/>		

Optional (FAC-based) Usage	
	<input type="button" value="Add &gt;"/>
	<input type="button" value="&lt; Remove"/>



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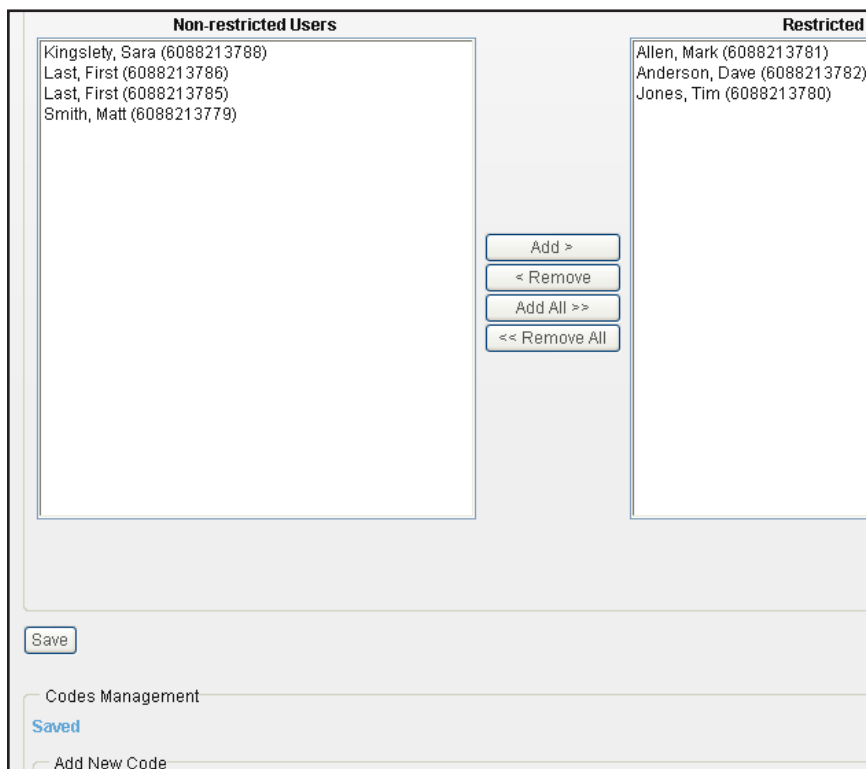
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*To configure Authorization Codes:*

1. Select the Group.
2. Click Account/Auth Codes in the left navigation bar.
3. Select the Authorization Code button
4. Specify the number of digits (length of codes) the User must dial to make/log call.

 **NOTE:** All codes must be the same length.

5. Check the box **Allow Local and Toll-Free Calls without Account/Authorization Code** if you choose to allow Users to make these types of calls without a code.
6. Search by Department, Last Name, or First Name to quickly locate users.
7. Use the Add or Remove buttons to move users to the **Restricted Users** area. Click **Save** to save your changes.
8. In the Codes Management section, enter the code and description for each verified account code users will require. Click **Add** to add the code to your list.
9. Repeat this process to add additional codes
10. Click **Save**.



The screenshot displays a web-based interface for managing users. It features two main columns: 'Non-restricted Users' on the left and 'Restricted Users' on the right. The 'Non-restricted Users' column contains a list of four users: 'Kingslety, Sara (6088213788)', 'Last, First (6088213786)', 'Last, First (6088213785)', and 'Smith, Matt (6088213779)'. The 'Restricted Users' column contains a list of three users: 'Allen, Mark (6088213781)', 'Anderson, Dave (6088213782)', and 'Jones, Tim (6088213780)'. Between the two columns are four buttons: 'Add >', '< Remove', 'Add All >>', and '<< Remove All'. At the bottom left of the interface is a 'Save' button. Below the 'Save' button is a section titled 'Codes Management' which includes a 'Saved' status indicator and an 'Add New Code' button.

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### Calling Plans

#### Policies

Configure and manage calling plans for members in your Group. Plans allow or block specific call types from being received or placed by all members in the Group, in addition to control over call.

#### *Codes Management*

Set up authorization codes that will be required for outgoing call plan policies.

#### To add a code:

1. Enter the code and description
2. Click Add
3. Proceed with adding each Authorization Code you need to configure

#### To delete a code:

1. Check the box by the code you wish to delete
2. Click **Delete**

	Code	Description
<input type="checkbox"/>	3333	test
<input type="checkbox"/>	4400	Project XYZ

#### *Digit Strings*

If more granularity is required when allowing or blocking calls, digit strings provide an easy solution. Digit strings filter incoming and outgoing calls based on exact digit string patterns, like a 10-digit phone number. You provide a name and enter in the digits exactly as they would be dialed or received.

Name	Digit String
<input type="checkbox"/> NPA 847	847

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### Transfer Numbers

Use the transfer numbers feature located under the calling plan options menu for a particular call type to automatically transfer to a specific location when dialed.

#### To program Transfer Numbers:

1. Enter Transfer Numbers
2. Click **Save**


### Incoming Calling Plan

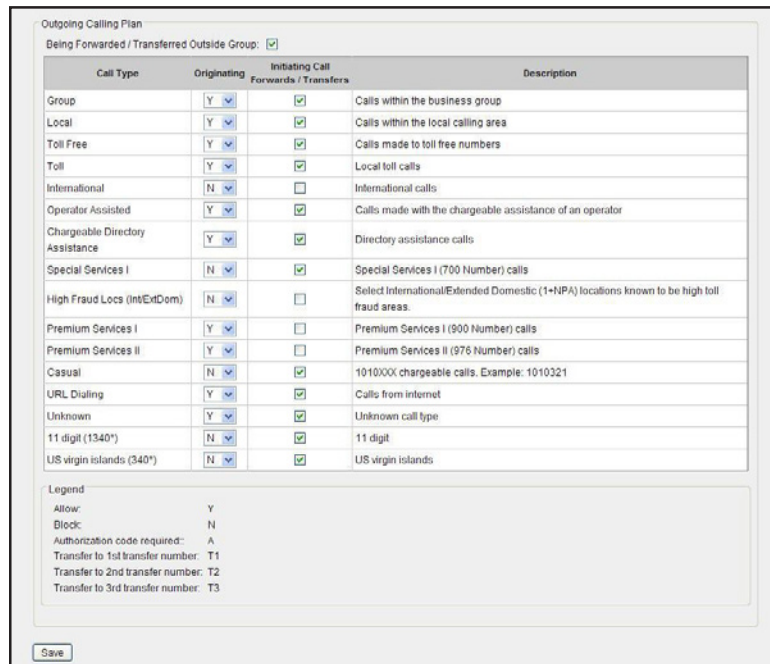
You can prevent the following types of calls: Calls From Within Group, Calls From Outside Group, Collect Calls, and call types represented by customizable digit strings the system matches against outside numbers.

 **NOTE:** It is recommended that you use the defaults for Incoming Calling Plans.

### Outgoing Calling Plan:

1. Review the Outgoing Call Types
2. In the Originating column, select how you want calls to be handled (see Legend)
3. Click **Save**

 **NOTE:** The default has been set to block outgoing calls to International and High Fraud Locs (Int/Ext Dom) locations. If your business requires placing calls to these areas, the call type will need to be changed from **N** to **Y** to allow. These settings are for the entire group, however, an Administrator can provide access at the User level under Calling Features. Click the List of Countries included in the call type **High Fraud Locs (Int/ExtDom)** or visit [tdsbusiness.com/highfraudlocations](http://tdsbusiness.com/highfraudlocations).



Call Type	Originating	Initiating Call Forwards / Transfers	Description
Group	Y	<input checked="" type="checkbox"/>	Calls within the business group
Local	Y	<input checked="" type="checkbox"/>	Calls within the local calling area
Toll Free	Y	<input checked="" type="checkbox"/>	Calls made to toll free numbers
Toll	Y	<input checked="" type="checkbox"/>	Local toll calls
International	N	<input type="checkbox"/>	International calls
Operator Assisted	Y	<input checked="" type="checkbox"/>	Calls made with the chargeable assistance of an operator
Chargeable Directory Assistance	Y	<input checked="" type="checkbox"/>	Directory assistance calls
Special Services I	N	<input checked="" type="checkbox"/>	Special Services I (700 Number) calls
High Fraud Locs (Int/ExtDom)	N	<input type="checkbox"/>	Select International/Extended Domestic (1+NPA) locations known to be high toll fraud areas.
Premium Services I	Y	<input type="checkbox"/>	Premium Services I (900 Number) calls
Premium Services II	Y	<input type="checkbox"/>	Premium Services II (976 Number) calls
Casual	N	<input checked="" type="checkbox"/>	1010XXX chargeable calls. Example: 1010321
URL Dialing	Y	<input checked="" type="checkbox"/>	Calls from internet
Unknown	Y	<input checked="" type="checkbox"/>	Unknown call type
11 digit (1340*)	N	<input checked="" type="checkbox"/>	11 digit
US virgin islands (340*)	N	<input checked="" type="checkbox"/>	US virgin islands

Legend  
Allow: Y  
Block: N  
Authorization code required: A  
Transfer to 1st transfer number: T1  
Transfer to 2nd transfer number: T2  
Transfer to 3rd transfer number: T3

Save

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### Utilities

Most of the Utilities menu selections are view-only or set to default to the best recommended solution. Below is a brief description of each Utility option available.

Item	Description
Policies	View Group Web and Call Processing Policies.
Group CLID	Configure the name and/or number of the Group to display on the caller ID for outgoing calls instead of the User who placed the call.
Inventory Report	Generate and email a report on the resources used within the Group.
Enterprise Directory	At a glance Enterprise Directory in the portal.
Custom Contact Directories	Create a custom contact directory with a subset of members from the Group or Enterprise.
Common Phone List	Store a frequently called numbers list for the Group so they can easily be dialed from the User's CommPilot Call Manager. You can quickly add to the list by importing a phone list from a CSV file.
Disaster Redirect	This allows an admin to update the entire Group's Call Forward Not Reachable setting.
Feature Access Codes	View feature access codes settings from TDS. Alternate codes are optional and are configured by the Enterprise Administrator.

### Call Detail Reporting

Enables access to call history reports of users based on specific criteria such as date ranges or types of calls.


#### *To use this service:*

1. Select a user from the User dropdown.
2. Select Sort Options using the Sort By fields.
3. Enter a start and end date in the Date range fields.
4. Select the type of calls to be included in the report by checking the appropriate box(es) (e.g., Inbound, Missed, or Outbound)
5. To search by specific criteria, enter a complete or partial phone number in the text box to and click **Create Report**. For example, if you enter "756," all the telephone numbers containing the digits "756" will be included in the report.

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6. To email your report, enter an email address and click **Submit**.
7. To export your report to a PDF or CSV, click the appropriate **Submit** button.

 **NOTE:** A maximum of 2,000 records may be displayed on your Web browser, or 5,000 records with a PDF or email report. Excel downloads display all records available. However, this may be limited based on the version of Excel you are using.

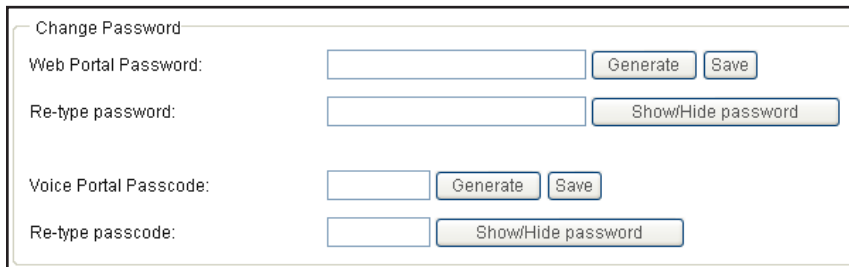
## Ongoing Management of Users

### Change User Passwords

Users will change and set up their own unique passwords. However, as the Administrator you may need to reset them from time to time if a User gets locked out of the system or leaves the company. Please see Passcode Rules listed on the last page of this guide.

*To change a User's password:*

1. Select the User from the dropdown menu
2. At the User Profile screen, click the **Change Password** button
3. Enter a pre-defined password or select the button to auto generate
4. Click **Save**



The screenshot shows a 'Change Password' form with two sections: 'Web Portal Password' and 'Voice Portal Passcode'. Each section has a text input field, a 'Generate' button, and a 'Save' button. Below each input field is a 'Re-type password/passcode' field with a 'Show/Hide password' button.

### User Services

The Administrator has access to User services and can—via the Web portal—activate, deactivate, and customize these services. Some of the services an Administrator might update for a User include configuration of Incoming and Outgoing calls, Call Control, Calling Plans, Messaging, and Client Applications.


The User service pages are a good resource when helping a User who is experiencing issues with their service. An Administrator can quickly route to how their services are configured. The services available to Users are dependent on the specific service package purchased for a station.

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### To Manage User Services:

1. Select the User from the dropdown menu
2. Hover over **Calling Features** and Select **All Services**
3. Update any specific User Features
4. Click **Save**

 **NOTE:** As your employees change, it is important that you go into a User's profile and delete any special configurations and reset the passwords for the User.

### Uploading a Greeting

Below is the procedure to record a personal greeting or announcement using a PC. Instructions are provided for the following sound recorders:

- Windows 98 Sound Recorder and Windows XP Sound Recorder
- Windows 2000 Sound Recorder
- Windows NT Sound Recorder


If you are using a different sound recording product, the required format for recordings are:

- CCITT u-Law or A-Law
- 8,000 kHz
- 8-bit mono
- .wav file

*To record using the Windows 98 Sound Recorder or Windows XP Sound Recorder:*

1. **In Windows 98**, select Start> Programs> Accessories> Multimedia> Sound Recorder from the Windows task bar.

**In Windows XP**, select Start> All Programs> Accessories> Entertainment> Sound Recorder.

 **NOTE:** It is possible that your Sound Recorder is in a different location, or that your default sound recorder is another product. Please note the required format for your greetings below and follow the instructions for your specific sound recording product.

2. Make the setting selections. Click **Properties** from the File menu. The properties for Sound window appears.
3. Click **Convert Now** and then click **OK**. The Sound Selection page appears.
4. Select **CCITT u-Law** from the Format list.
5. Select **8,000 kHz, 8-bit mono** under Attributes and click **OK**. You may want to save this format at this point, so that you can easily select it in the future.
6. In the Properties for Sound dialog box, click **OK**.
7. Click **Record** on the Sound Recorder. Speaking clearly into your PC microphone, record your

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message. When you have finished, click **Stop**. To listen to your message, click **Play**. If you are not pleased with your message, record it again.

8. When you are satisfied with your message, select **Save As** from the File menu. Name your sound file, being certain that you remember its location and that the file type is a .wav file.
9. In the File name field, enter the desired name of your recording.
10. Click **OK**. To exit without saving, click **Cancel**.

### *To record using the Windows 2000 Sound Recorder:*

1. Start> Programs> Accessories> Multimedia> Sound Recorder from the Windows task bar.

 **NOTE:** It is possible that your Sound Recorder is in a different location, or that your default sound recorder is another product. Please note the required format for your greetings below and follow the instructions for your specific sound recording product.

2. Click **Record** on the Sound Recorder. Speaking clearly into your PC microphone, record your message. When you have finished, click **Stop**. To listen to your message, click **Play**. If you are not pleased with your message, record it again.
3. Click **OK**.
4. Click **Change** to modify the settings. Select **CCITT u-Law** from the Format list. Select **8,000 kHz, 8-bit mono** under Attributes and click **OK**. You may want to save this format at this point, so that you can easily select it in the future. In the Properties for Sound dialog box, click **OK**.
5. When you are satisfied with your message, select **Save As** from the File menu. Name your sound file as .wav file.
6. In the File name field, enter the desired name of your recording.
7. Click **OK**. To exit without saving, click **Cancel**.

### *To record using the Windows NT Sound Recorder:*

1. Select Start> Programs> Accessories> Multimedia> Sound Recorder from the Windows task bar.
2. Select Audio Properties from Edit menu. Click on the **Customize** button under Preferred quality. The Customize dialog box appears.
3. In the dropdown menu under Format, select **CCITT u-Law**.
4. In dropdown menu under Attributes, select **8.000 kHz, 8-bit mono**. You may want to save this format at this point, so that you can easily select it in the future.
5. Click **OK** in the Customize dialog. Then click **OK** in the Audio Properties dialog box.
6. Click **Record** on the Sound Recorder. Speaking clearly into your PC microphone, record your message. When you have finished, click **Stop**. To listen to your message, click **Play**. If you are not pleased with your message, record it again.
7. Click **OK**.
8. When you are satisfied with your message, select **Save As** from the File menu. Name your sound file as .wav file.

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9. In the File name field, enter the desired name of your recording.

10. Click **OK**. To exit without saving, click **Cancel**.

### Passcode Rules

#### Voice Messaging

- Cannot be a single repeated digit
- Cannot be or contain the user's own extension or phone number
- Cannot be the reverse of the user's extension or phone number
- Cannot be the old passcode
- Cannot be the reverse of the old passcode
- Cannot be sequential digits in either increasing or decreasing order
- Cannot be repeating sequences (e.g., 123123, 242424, 43214321)
- Must be at least 5 digits, no more than 8 digits
- Expires after 365 days
- Disabled after 5 failed login attempts

#### Web Portal

- Cannot contain your login ID
- Cannot be your old password
- Must contain at least 1 number, 1 uppercase and 2 lowercase alpha characters.
- Cannot be the reverse of an old passcode
- Must be a minimum of 8 characters
- Expires after 180 days
- Disabled after 5 failed login attempts

### Additional Support

- Contact Technical Support at 1-888-850-5915 or
- Visit [support.tdsmanagedip.com/PRI](http://support.tdsmanagedip.com/PRI) for additional resources